

# Attachment D – RFP 10599-17/DKK

## Technical Specifications

### Website Redesign Phase 2

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The Consultant's recommended CMS and hosting service must meet the technical specifications listed below. If subcontracted, 3rd party, or partner resources are used, identify and describe the technical components they will provide.

#### **Content Management System (CMS)**

The Consultant will recommend an open source or commercially available CMS. The Consultant will have the expertise in all aspects of their recommended platform. Describe your solution regarding the following points, plus any you deem beneficial for a successful outcome.

- A. Required Features (all are required, listed in priority order):
1. Search\*
  2. Responsive page templates
  3. News feed
  4. Language translation\*
  5. ADA compliancy—system: all page templates need to contain basic structural code
  6. ADA compliancy—for editors: functions that support tool tips, alt text, etc.
  7. Banner capabilities: ability to display still images with Ken Burns style (special effect panning and zooming) or view video
  8. Photo galleries
  9. Calendaring capabilities: ability to include recurring meetings, options for sub-section calendars that feed into a main calendar, event details, etc.
  10. Blogging
  11. Forms tool: easy to use, ADA compliant, manages and exports form content as needed, etc.
  12. Scheduled Publishing & Page content expiration
  13. Version history: system needs a full audit trail that reflects who made a particular edit or change, with a comparison feature between versions
  14. Designer level HTML/CSS access capabilities to administer and implement future page templates
  15. General monitoring and reporting capabilities
  16. Editor tagging capabilities for optimizing Search Engine Optimization (SEO)
  17. Analytics\*

\* For these required services: If not contained within the CMS, specify your recommendations for delivery of that function by another method.

- B. Optional Features:
- Search Engine Optimization (SEO) tools
  - Recommendation services
  - Site visitor accounts and profiles



- C. User roles and access: describe the general capabilities and whether individual functions can be assigned into specific roles or content related groups.
- D. The system needs to allow for a development and preview environment.
- E. Authenticates CMS editors and administrations against the City's Active Directory Federated Services.
- F. Supports an HTTPS only web environment.

### **Hosting Services**

The Consultant's recommended hosting service, whether provided by the Consultant or a 3<sup>rd</sup> party, is expected to meet industry best practices and the City of Redmond's requirements listed below:

- Services need to have a geographic presence with reasonable proximity to Redmond, be within the United States, and have geo-redundancy.
- City of Redmond staff must be able to install public SSL certificates on sites.
- Describe the dynamic scaling capabilities and how the process works.
- Describe how the solution protects against DDOS attacks and other spikes.
- A Dedicated Hosting model is a requirement: describe levels and include pricing differential for these models.
- Describe support hours and Service Level Agreements (SLA's).
- Describe your approach to applying security updates including how frequently they are applied.
- Describe the disaster recovery plan including, but not limited to, frequency of backups for servers and systems, recovery procedures and frequency of testing those procedures, any disaster recovery service levels in terms of recovery point objective (RPO), recovery time objective (RTO) and fail over plans and options.

